Resource Request Tracking Tool – Reference Information

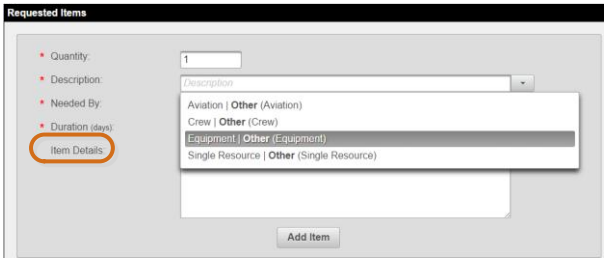
Information related to the Resource Request Tracking tool can be found at https://gww.nrs.gov.bc.ca/flnr/wildfire-management/wildfire-one-project

https://apps.nrs.gov.bc.ca/int/rrt/
If you are prompted to log in, use your IDIR username and password

TERMINOLOGY			
Term	**How it is used in RRT**	**Notes**	**Where in System**
Assigned to	Requests can be assigned to specific people at the processing levels (FC and PWCC). This option is intended to help staff manage the requests they receive by allowing staff to filter only the requests they are assigned and are working on. Assigning a request to a specific person at a processing level changes an open request to the pending status.	Currently many office assign request emails coming in using the outlook flags colour coding emails for people to know which ones they are assigned to. RRT will allow you to assign requests to individuals and the individuals name will show up on the dashboard so staff can see who is working on their request.	To assign a request to an individual, go to the **process request screen**. You will be able to enter the person who will be working on the request in the assigned to field.
Requested By	Refers to the office or fire completing the request for resources. It is possible for an office to complete a request on behalf of another office or a fire (requested for). For example, Boundary Zone could complete a request and send it to the fire centre on behalf of a fire.		When the user creates a new request, they will be prompted on the **new resource request screen** to identify this information in the requested by field.
Requested For	Refers to the office or fire that should receive the requested resources. In some cases the requested by and requested for entities will be the same. For example, Kamloops Zone requests resources for their zone. In situations where an office completes a request on behalf of another office or fire, the requested by and requested for entities will be different. For example, Nadina Zone completes a request on behalf of a fire in their zone.	When searching for a request in the dashboard the request number will be based on the requested for information that was entered into that field.	The user will be asked to enter the requested for information in the **new resource request screen**. Once the request is saved and submitted the information will show up in the dashboard.
Authorized by	Refers to who in the organization has approved the request to be sent to be filled. This field is linked to individual IDIR accounts that will populate for auditing purposes. It will identify who approved the request and is an important part of our process. RRT allows you to record this information digitally.	Currently the paper copy of a request is supposed to be reviewed and signed by the person in the position to approve the request being processed. A physical signature is no longer required. The system will allow the user to enter in the name of the person approving the request be moved forward.	This information will be asked for when a new request is created (**new resource request screen**), as well as when a request is approved and filled. Approval will be noted at both the requesting and filling stages.
Submit to organization	This field lets the requestor identify the next level of the organization to which the request needs to go to be actioned. For example, the zone creates a resource request; when submitting the request to be filled, the zone will enter the next level to action the request (normally the fire centre).		This information is recorded in the **new resource request screen**, and will link to the dashboard.
Sent By	An Org Unit that was sent a request and then sent it to another Org Unit to fill.	Supports Fire Centres and Zones in tracking requests that they received and then escalated to PWCC.	**Dashboard filter**

Resources in RRT have been organized according to ICS function (Aviation, Logistics, Operations, etc.) and sub function (sub group and then specific resource)

If you do not find what you need in the lists please pick the "Other" option under the ICS function, and identify the specifics about the resource you need in the Item details box below the item required field.



STATUSES: Request Resources & Responses

Resource Requests

Status	Colours	Description	Responses	Available Actions
Open	Open	Request has been submitted but not acted upon. *New requests are "Open".*	None **	• Send to Fill • Put on Hold • Unable to Fill • Cancel • Decline
Pending	Pending	Request has been assigned to a person at the current reviewer level. *If the request is sent to another Org Unit, it will become "Open" automatically.*	None **	• Send to Fill • Put on Hold • Unable to Fill • Cancel • Decline
Partial	Partial	A request has multiple items to be filled. Not all items are currently filled if a request is in partial status. *If all responses are cancelled, the request reverts to pending or open, as appropriate.*	1 or more **	• Send to Fill *If responses are Approved or Received:* • Put on Hold • Mark Filled
Unable to Fill	Unable to Fill	The current reviewer cannot find enough resources to fill this request. *This should be changed to "Open" before the request is sent to another Org Unit to fill.*	Maybe	• Cancel • Decline *If responses are Approved or Received:* • Re-Open • Send to Fill
On Hold	On Hold	The requestor has temporarily put the request on hold.	Maybe	• Cancel • Decline *If responses are Approved or Received:* • Re-Open • Send to Fill
Filled	Filled	Request has one (or more) responses that satisfy it. *NOTE: if all responses are cancelled the Re-Open action can be used to make the request Open.*	1 or more **	*All responses received:* • Mark Received *All responses cancelled:* • Cancel • Re-Open
Received	Received	All responses have been received at the destination and have been marked as received by the requestor.	1 or more *and* all have been received	*Final state – no actions.*
Cancelled	Cancelled	Resource is no longer required by the requestor and the request has been marked cancelled.	None **	*Final state – no actions.*
Declined	Declined	The organization at a higher level than the requestor has decided the request will not be filled.	None **	*Final state – no actions.*

** Excludes responses that have been cancelled

Responses

Status	Description	Note	Available Actions
Proposed	Response has been added to a request, but PWCC needs to approve it before the Resource(s) should be deployed.	This only applies to requests that are "controlled by PWCC".	• Cancel *User is PWCC:* • Approve
Approved	Resource(s) can be deployed.	This is the default status of a response.	• Mark Received • Cancel
Received	Resource(s) has been received at its destination.	When all responses are received, the request should be set to "Received" as well.	*Final state – no actions.*
Cancelled	Resource(s) are no longer available to fill the request.		*Final state – no actions.*

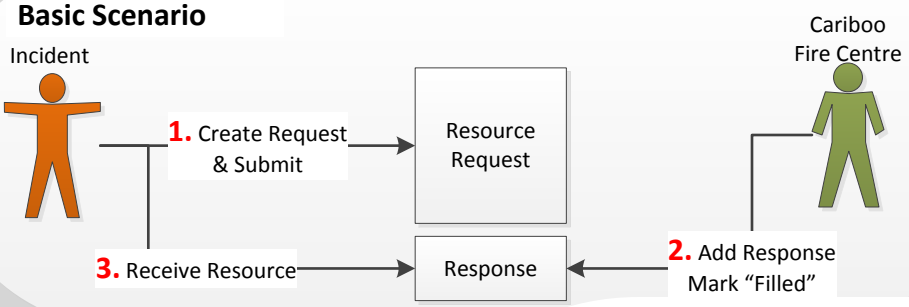
Manifests

The Resource Request Tracking system **does not** allow us to **attach manifests** to the responses we create. When responding to a **request for personnel** please make sure you **email** the manifest to the logistic office you received the request from. The **subject line** of your email should quote the **request number**, the word **MANIFEST**, **last name** of person filling the request **or** the **crew name.** Eg 23-0034-1 MANIFEST SMITH or 23-0034-2 MANIFEST H54

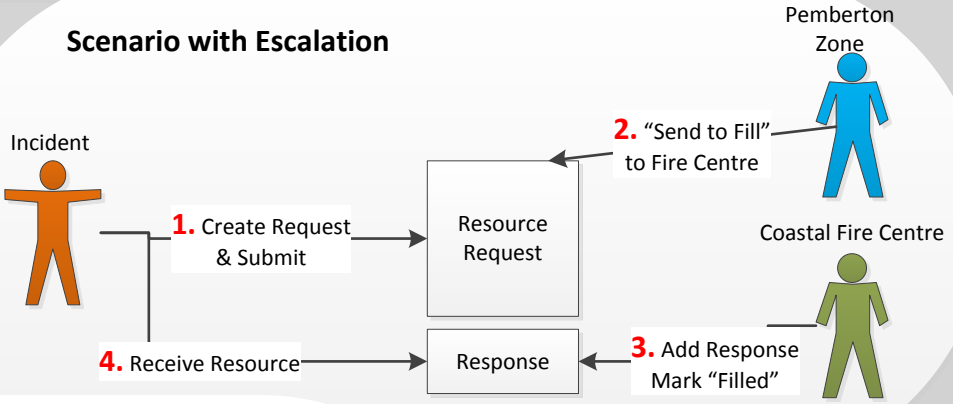
! Don't forget to update RRT when you've sent the manifest

WORKFLOWS

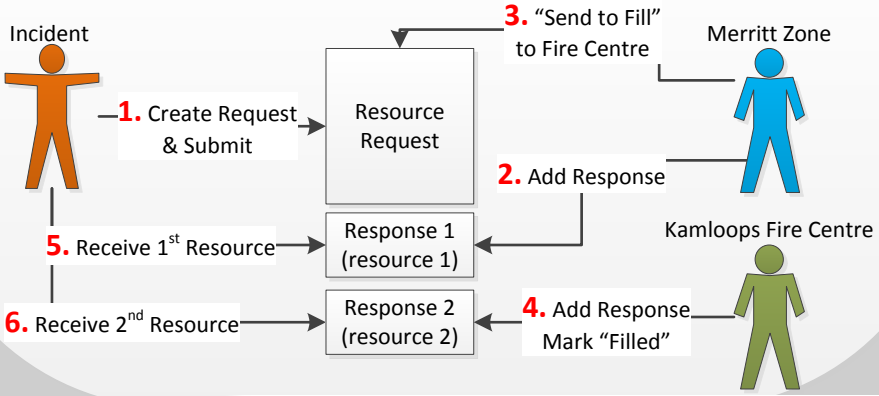
Basic Scenario



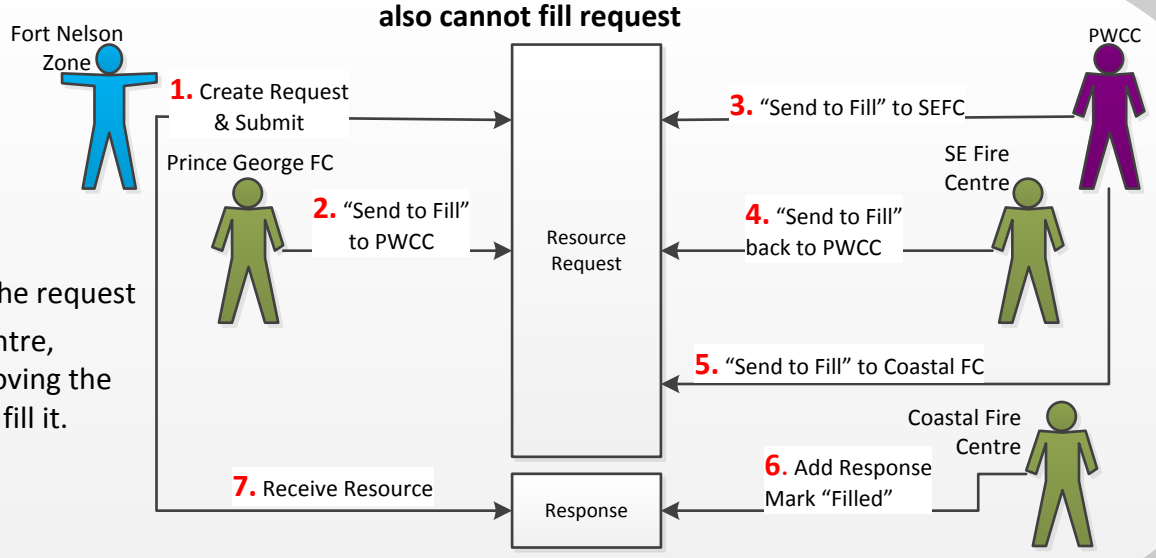
Scenario with Escalation



Scenario with Escalation and 2 Responses



Scenario with Escalation To PWCC when FC can't fill request and 1st FC requested also cannot fill request



! By sending the request to the Fire Centre, PWCC is approving the Fire Centre to fill it.

ORGANIZATIONAL UNIT MAPPING

! RRT must use the old organizational unit values from Fire Chart to Support integrating fire numbers Into the RRT system.

These org units will need to be in place until Fire Chart has been replaced.

Organization Unit Name	Org Code	RR Prefix
Headquarters	H	10
PWCC	H1	11
PATC	H2	12
Aviation (Provincial)	H3	13
Equipment Depot Chilliwack	H4	14
Equipment Depot PG	H5	15
Cariboo Fire Centre	C	70
Quesnel Zone	C1	71
Central Cariboo Zone (Williams Lake)	C2	72
Central Cariboo Zone (Horsefly)	C3	73
100 Mile House Zone	C4	74
Central Cariboo Zone (Chilcotin)	C5	75
G - Prince George Fire Centre	G	40
Prince George Zone	G1	41
Robson Valley Zone	G3	43
VanJam Zone (Vanderhoof)	G4	44
VanJam Zone (Fort St. James)	G5	45
Mackenzie Zone	G6	46
Dawson Creek Zone	G7	47
Fort Saint John Zone	G8	48
Fort Nelson Zone	G9	49
Kamloops Fire Centre	K	50
Clearwater Zone	K1	51
Kamloops Zone	K2	52
Salmon Arm Zone	K3	53
Vernon Zone	K4	54
Penticton Zone	K5	55
Merritt Zone	K6	56
Lillooet Zone	K7	57

Organization Unit Name	Org Code	RR Prefix
Southeast Fire Centre	N	60
Cranbrook Zone	N1	61
Invermere Zone	N2	62
Columbia Zone	N4	64
Arrow Zone	N5	65
Boundary Zone	N6	66
Kootenay Lake Zone	N7	67
Northwest Fire Centre	R	30
Nadina Zone (Lakes)	R1	31
Nadina Zone (Morice)	R2	32
Bulkley Zone	R3	33
Bulkley Zone (Kispiox)	R4	34
Skeena Zone (Kalum)	R5	35
Skeena Zone (North Coast)	R8	38
Cassiar Zone	R9	39
Coastal Fire Centre	V	20
Fraser Zone (Chilliwack)	V1	21
Pemberton Zone	V3	23
Sunshine Coast Zone	V5	25
South Island Zone	V6	26
Mid Island Zone	V7	27
North Island Mid Coast Zone (Campbell River)	V8	28
North Island Mid Coast Zone (Port McNeill)	V9	29
North Island Mid Coast Zone (Mid Coast)	VA	210
Fraser Zone (Haida Gwaii)	VB	211

Resource Request Numbers (RR#)

Resource Request numbers show where request is for, are numbered provincially, and identify the line number of the requested item. This information is shown in three parts, in the form FCZN-SEQ-LINE, where "FCZN" identifies the the Fire Centre and Zone that the request is *for*. If the request is for an Incident, this will show the Zone that is responsible for the Incident.
Examples:

- **65-0859-1** is for the 1st item on a request made by Arrow Zone (5) in Southeast Fire Centre (6)
- **65-0859-2** is for the 2nd item on the above request
- **41-0860-1** was made by Incident G10090, which is in Prince George Zone (1) in Prince George Fire Centre (4)